

Colorado Utility Self Service Frequently Asked Questions (FAQ)

Table of Contents

General	2
Your Logon Account	2
Who to Contact	3
Security and Privacy	3
To Report a Technical or System Error	3
Payment of Taxes and Fees Due	4

Colorado Utility Self Service Frequently Asked Questions (FAQ)

General

❖ **Will I need special software or hardware in order to use the Colorado Utility Self Service System?**

You will need Internet access and a standard Internet browser to use the online system. No other special software or hardware is required. Microsoft Internet Explorer 5.5 or later is recommended.

❖ **When is the Colorado Utility Self Service system available?**

The online system is accessible from 1:00am through midnight every day.

Your Logon Account

❖ **How do I obtain access to the Colorado Utility Self Service System?**

You must have a valid email address and register an account before you will be able to use the Utility Self Service System. Use the “New User” link located on the logon form to register your email address and password. You will need to provide your company name or an active permit number and confirm your company’s type of business for our records.

❖ **What if I can’t remember my Password?**

If you have a valid online account for the Utility Self Service System, you can enter your email address and click the “Email Password” button located on the logon form to receive an email reminder of your Password.

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Who to Contact

- ❖ **For questions concerning the operation of the Utility Self Service System or questions regarding your stamp purchases please contact:**

Colorado Public Utilities Commission, Customer Care Unit
DORA_PUC_Complaints@state.co.us
303-894-2070 Menu option 2.

Security and Privacy

- ❖ **Are my online transactions secure and private?**

Access to the online Stamp purchase program will be available only to those utilities with an active permit (exception: Hazmat permits) and a registered email address. Starting with the logon page, all transactions sent to and from the online system will be encrypted. Bank account and routing information are not be stored within the online system. Any sensitive information such as passwords, are encrypted.

Please note that none of the information maintained by the system will be available to the general public. Utilities with access to the online system only have access to the information pertaining to their company.

Refer to the Colorado Department of Regulatory Agency's [Privacy Policy](#) for more information on how your information is handled during processing.

To Report a Technical or System Error

- ❖ **What should I do if I encounter a system error?**

If you encounter a system error, please contact the Colorado Public Utilities Commission. Please be ready to provide as much information about the error as possible. Include any specific error messages that were displayed, what action caused the error, etc.

(Refer to the “Who to Contact” section of this document for contact details).

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Payment of Taxes and Fees Due

❖ What Payment methods are available for stamp purchases submitted using the online system?

There are two payment methods available for online stamp purchases:

- 1) Credit card.
- 2) Electronic check.